



Office of Criminal Injuries Compensation

# eLodgment Help Guide – Self-Represented Litigants



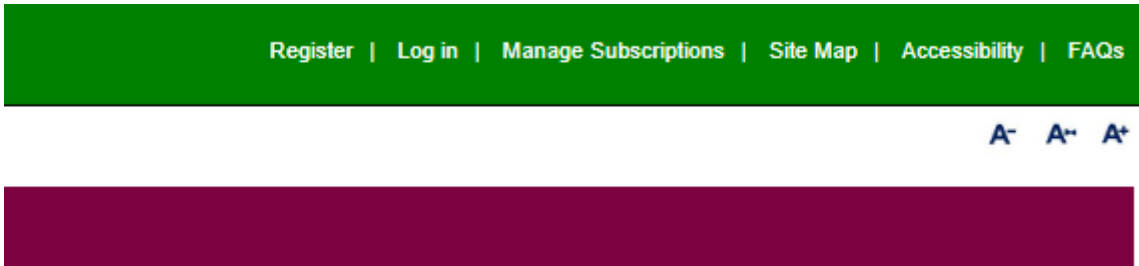
## Table of Contents

1.	Register a New eCourts Portal Account .....	3
2.	Log Into an eCourts Portal Account .....	5
3.	Change Your eCourts Portal Password.....	5
4.	Unlock an eCourts Portal Account.....	6
5.	I Forgot My Password .....	8
6.	Close Your eCourts Portal Account.....	9
7.	Lodge a Document .....	9
8.	View Your Lodged Documents.....	13
9.	Retrieve Incoming Court Documents .....	15
10.	View a Matter Status .....	17

# 1. Register a New eCourts Portal Account

As a self-represented litigant you can register for eCourts Portal and lodge all documents on any matter on which you are a party.

01. From the eCourts Portal home page click on the **Register** button.



The **Register** screen displays and asks a question.

## Registration Form.

Note: You do not need to register for the eCourts Portal to view [Today's Court Listings](#), [Search for Court Listings](#) or [View your Fines/Infringements](#).

Who do you want to register as?  Individual  Employee of an Organisation

02. Click the **Individual** button (unless you are an Organisation then select the other option – the following steps are the same)

Another question displays.

Who do you want to register as?  Individual  Employee of an Organisation

Are you a party to an existing civil matter?  Yes  No

03. Click the **Yes** button.

The registration form displays.

04. Enter your name and contact details – ensure the details you enter here exactly match what you used when you lodged your application.

**Your Details**

<b>Given Names</b> Enter your full legal name <input type="text" value="Joe"/>	<b>Surname</b> <input type="text" value="Bloggs"/>
<b>Mobile</b> Either your personal or work mobile number <input type="text" value="0400 000 000"/>	<b>Email Address</b> An email address that is only ever used by yourself <input type="text" value="joebloggs@test.com"/>

05. Enter the details of the Matter you are associated to – you will need to call Criminal Injuries Compensation to obtain your Person/Organisation ID. You should already know your Matter Index/Year, but you may also obtain this at

the same time. The Jurisdiction, Division, Location and Matter Type will always be the same, as detailed in the screenshot below.

A screenshot of a web form with the following fields:

- Person/Organisation ID**: Text input field containing "nnnnnnnn".
- Jurisdiction**: Dropdown menu with "Criminal Injuries Compensation" selected.
- Division**: Dropdown menu with "Criminal Injuries Compensation" selected.
- Location**: Dropdown menu with "Perth" selected.
- Matter Type**: Dropdown menu with "CIC" selected.
- Matter Index**: Text input field containing "nnnnnn".
- Matter Year**: Text input field containing "yyyy".

06. Enter the CAPTCHA.

A screenshot of a CAPTCHA challenge. It shows the text "DKVM" in a distorted font. Below the text is an empty text input field. To the right of the text are two small icons: a refresh icon and a volume icon. Below the input field is a blue "Submit" button.

07. Click the **Submit** button.

08. Check your email account.

An email from [ctghelpdesk@justice.wa.gov.au](mailto:ctghelpdesk@justice.wa.gov.au) is in the inbox.

09. Select the **Manage Password** link.

eCourts Portal website opens.

You recently requested a password reset for your eCourts Portal of Western Australia account or a new account was created.

To complete the process, click on the link below:

[Manage Password](#) (valid until 15 Jul 2020 19:36)

If you did not request this change or if you believe an unauthorised person has accessed your account, please contact the Courts Technology Group Helpdesk on (08) 9425 2645.

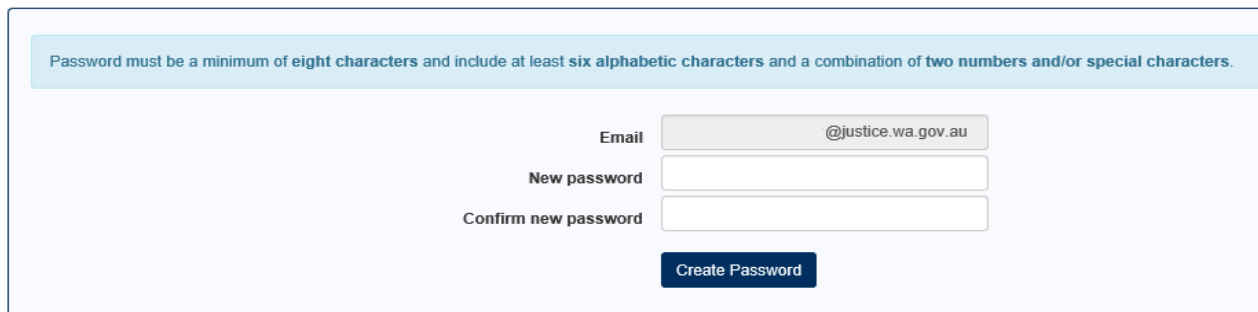
Kind regards,

CTG Helpdesk

10. Enter a password and click the **Create Password** button.

#### Create user password

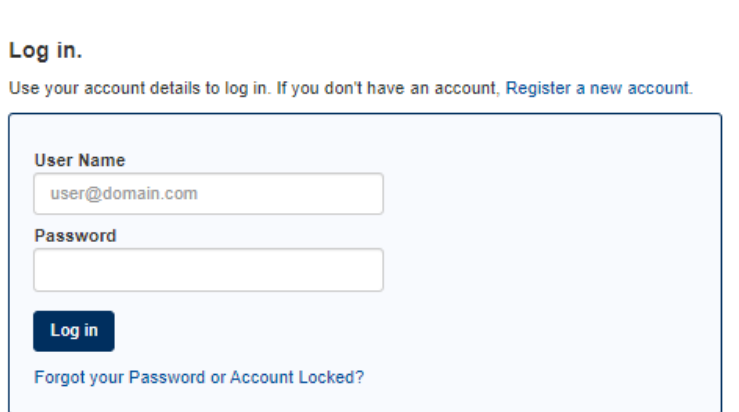
Use the form to create your password



11. Your password is verified and the eCourts Portal refreshes for you to log in.

## 2. Log Into an eCourts Portal Account

01. From the eCourts Portal home page login to your account.



02. Type in your username (this is your own email address).

03. Type in your password.

04. Click the **Log In** button.

You are taken to the eCourts Portal homepage.

## 3. Change Your eCourts Portal Password

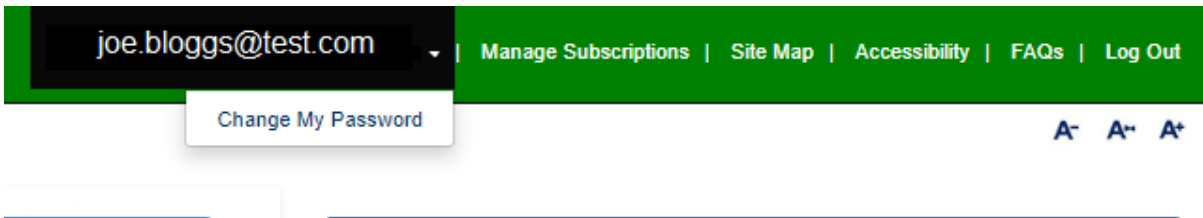
Your password does not expire, but you may wish to change it if you believe another person has become aware of what your password is.

01. Log into your eCourts Portal account.

The **eCourts Portal home** page is displayed.

02. Click on your username in the top right of the screen.

A short menu appears.



03. Click on **Change My Password**.

The **Change User Password** screen appears.

#### Change User Password

Use the form to change your password

The image shows a form titled 'Change User Password'. At the top, a light blue box contains the text: 'Password must be a minimum of eight characters and include at least six alphabetic characters and a combination of two numbers and/or special characters.' Below this are three input fields: 'Current password', 'New password', and 'Confirm new password'. A dark blue button labeled 'Change Password' is positioned below the 'Confirm new password' field.

04. Enter your current password.

05. Enter a new password (that adheres to the rules on the screen) in both the **New Password** and the **Confirm New Password** fields.

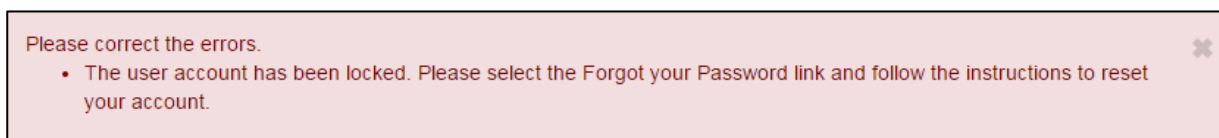
06. Click the **Change Password** button.

A message appears confirming that the password has been changed.



## 4. Unlock an eCourts Portal Account

The system will automatically lock your account if you enter an incorrect password against a username after the third attempt.

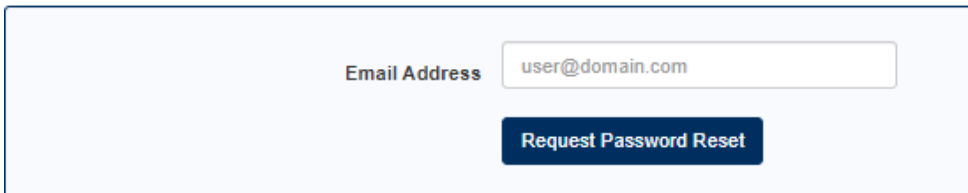


01. From the eCourts Portal home page click on the **Forgot your password or Account Locked?** link.

The **Forgot Password** screen appears.

## Forgot Password

Enter your email.



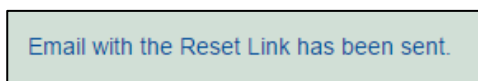
Email Address

**Request Password Reset**

02. Enter your eCourts Portal username (i.e. your own email address) into the **Email Address** field.

04. Click the **Request Password Reset** button.

A message appears at the top of the screen.



Email with the Reset Link has been sent.

05. Check your email account.

An email from [ctghelpdesk@justice.wa.gov.au](mailto:ctghelpdesk@justice.wa.gov.au) is in the inbox.

06. Open the email.

You recently requested a password reset for your eCourts Portal of Western Australia account or a new account was created.

To complete the process, click on the link below:

[Manage Password](#) (valid until 15 Jul 2020 19:36)

If you did not request this change or if you believe an unauthorised person has accessed your account, please contact the Courts Technology Group Helpdesk on (08) 9425 2645.

Kind regards,

CTG Helpdesk

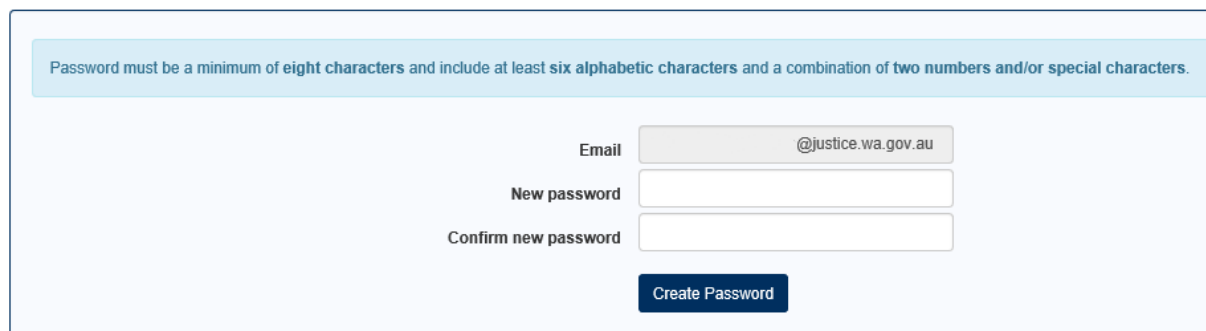
07. Click on the **Manage Password** link.

eCourts Portal website opens.

08. Enter a password and click the **Create Password** button.

### Create user password

Use the form to create your password



Password must be a minimum of eight characters and include at least six alphabetic characters and a combination of two numbers and/or special characters.

Email

New password

Confirm new password

**Create Password**

09. Your password is verified and the eCourts Portal refreshes for you to log in.

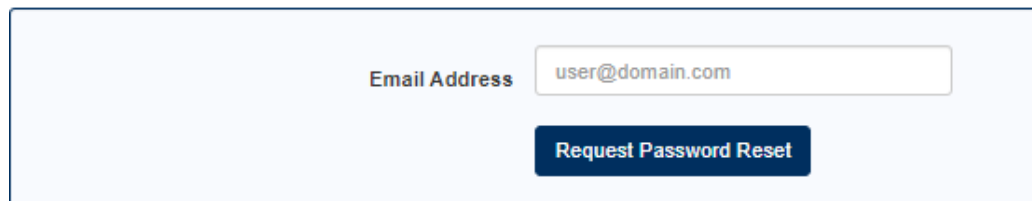
## 5. I Forgot My Password

01. From the eCourts Portal home page click on the **Forgot your password or Account Locked?** link.

The **Forgot Password** screen appears.

### Forgot Password

Enter your email.

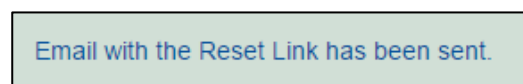


The screenshot shows a light blue rectangular form. On the left, the text 'Email Address' is displayed. To its right is a white text input field with a thin border, containing the text 'user@domain.com'. Below the input field is a dark blue button with white text that reads 'Request Password Reset'.

02. Enter your eCourts Portal username (i.e. your own email address) into the **Email Address** field.

04. Click the **Request Password Reset** button.

A message appears at the top of the screen.



The message box is a light green rectangle with a thin black border. It contains the text 'Email with the Reset Link has been sent.' in a blue font.

05. Check your email account.

An email from [ctghelpdesk@justice.wa.gov.au](mailto:ctghelpdesk@justice.wa.gov.au) is in the inbox.

06. Open the email.

You recently requested a password reset for your eCourts Portal of Western Australia account or a new account was created.

To complete the process, click on the link below:

[Manage Password](#) (valid until 15 Jul 2020 19:36)

If you did not request this change or if you believe an unauthorised person has accessed your account, please contact the Courts Technology Group Helpdesk on (08) 9425 2645.

Kind regards,

CTG Helpdesk

07. Click on the **Manage Password** link.

eCourts Portal website opens.

08. Enter a password and click the **Create Password** button.



## Create user password

Use the form to create your password

Password must be a minimum of eight characters and include at least six alphabetic characters and a combination of two numbers and/or special characters.

Email

New password

Confirm new password

09. Your password is verified and the eCourts Portal refreshes for you to log in.

## 6. Close Your eCourts Portal Account

Once you no longer need your eCourts Portal account you may wish it to be closed, however, there's no obligation for you to do so.

01. Send an email to [ctghelpdesk@justice.wa.gov.au](mailto:ctghelpdesk@justice.wa.gov.au) detailing the following:

- Your name
- Your email address

That you wish the eCourts Portal account to be closed

The helpdesk will then close the account.

## 7. Lodge a Document

You **must** be signed into your eCourts Portal account to be able to do this.

01. From the eCourts Portal main menu click **eLodgment**.

02. Click on the **Lodge a Document** link.

The Type of Document Lodgment screen displays.

🏠 > eLodgment

eLodgment Home -  
Incoming Documents

You do not have any unread documents

Incoming Documents

Menu

Lodge a document	Lodge a new document
Upload a data file	Submit a batch by uploading a data file (Magistrates Court only)
Manage Lodgments	View pending and lodged batches
View Documents for	View Documents previously lodged by

03. Enter the Jurisdiction/Division/Location (Criminal Injuries Compensation/Criminal Injuries Compensation/Perth)

04. Select the type of document to be lodged from the drop down menu.

Type of Document Lodgment

Please select Jurisdiction to lodge with: \*

Jurisdiction:  Division:  Location:

Please select the type of document to be lodged: \*

\* Indicates Mandatory Fields

Delete document

Next

05. Click on **Next**.

The Matter Information screen displays.

06. Enter the Matter Ref (aka Matter Number) – this will be on any letter you receive from Criminal Injuries Compensation.

If you do not know this you will need to contact Criminal Injuries Compensation.

Matter Information

Please enter the reference information for the Matter for which this document is to be lodged.

Matter Ref: \*   /

\* Indicates Mandatory Fields

Save for later

Delete document

Back

Next

07. Click on **Next**.

The **Party Selection** screen displays.

You will only be able to lodge a Document against a Matter for which you are a Party on. If you cannot produce a result for your Matter number, please contact Criminal Injuries Compensation as your account may not be linked to the Matter.

Party Information

Please select the party(s) for whom this document is being lodged

	Name	Party Type	Legal Representative
<input checked="" type="checkbox"/>	Joe Bloggs	1st 1st Applicant	

Save for later

Delete document

Back

Next

08. Click **Next**.

The **Contact Details** screen displays. Some of these details will pre-populate.

Contact Information For This Lodgment

Contact Name:	<input type="text"/>
Contact Ph:	<input type="text"/>
Contact Fax:	<input type="text"/>
Contact Email:	<input type="text"/>
Reference:	<input type="text"/>

[Save for later](#) [Delete document](#)

[Back](#) [Next](#)

09. Enter your contact details and click **Next**.

The File Upload screen displays.

File Upload

File Attachments	
Name	<input type="text"/>
File	<small>Supported file formats: .doc, .docx, .pdf, .jpg, .png</small> <a href="#">Choose file</a> No file chosen
	<a href="#">Upload Selected File</a>

[Save for later](#) [Delete document](#)

[Back](#) [Next](#)

10. Enter a description of your attachment – ensure it is an appropriate description to what you are uploading, for example ‘Statement of Events’ or ‘Treatment Expenses’.

11. Click on **Choose file**.

The File Explorer window opens.

12. Select a file from your desktop and select **Open**.

File Upload

File Attachments	
Name	<input type="text" value="Dr Jones report"/>
File	<small>Supported file formats: .doc, .docx, .pdf, .jpg, .png</small> <a href="#">Choose file</a> 1.png
	<a href="#">Upload Selected File</a>

[Save for later](#) [Delete document](#)

[Back](#) [Next](#)

13. Click on **Upload Selected File**.

The document appears in a table.

<a href="#">Upload Selected File</a>			
	Name		
1	Dr Jones report	<a href="#">Preview</a>	<a href="#">Remove</a>

14. If appropriate, upload another file repeating steps 10-13.

15. Click on **Next**.

The Batch Details screen displays.

Batch details

Batch name: New Batch from 15-Jul-2020 04:49 PM [Rename batch...](#)

Batch contents:

Select	Type of Document	Matter Title	Status		
<input type="checkbox"/>	Acknowledgement of Compensation Award	CIC/CIC/PER/CIC/541/2020	Ready for Lodgment	<a href="#">Edit...</a>	<a href="#">Preview before lodging</a>

[Delete Selected](#) [Move Selected to another Batch](#) [Preview All...](#)

[Close and Unlock Batch](#) [Delete this batch](#) [Add another document...](#) [Lodge](#)

16. If you need to lodge another document type, select the **Add another document** button and repeat steps 04-15.

19. Once you have uploaded everything, Click on **Lodge**.

The **Lodgment Confirmation** screen displays.

Lodgment Confirmation

Items for submission:

Type of Document	Matter Title
Acknowledgement of Compensation Award	CIC/CIC/PER/CIC/541/2020

Please confirm you wish to lodge this document with the Criminal Injuries Compensation .

[Return to previous page](#) [Confirm and Lodge](#)

20. Click on **Confirm and Lodge**.

The Process Batch screen displays and once you see **Processing Complete** you may exit the screen. You do not need to contact Criminal Injuries Compensation. Your document will be actioned as soon as possible.

Process Batch

Batch Processing in Progress

```
26 Aug 10:58:33 Batch Confirmation received with no payment necessary

26 Aug 10:58:33 Sending data for 1 Document(s):
26 Aug 10:58:33 Sending data for Ack of Comp Award - CIC/CIC/PER/CIC/1277/2020 Lucy SMITH...
26 Aug 10:58:33 Data sent for Ack of Comp Award - CIC/CIC/PER/CIC/1277/2020 Lucy SMITH.
26 Aug 10:58:33 Processing 1 Document(s):
26 Aug 10:58:33 Starting Ack of Comp Award - CIC/CIC/PER/CIC/1277/2020 Lucy SMITH...
26 Aug 10:58:34 Initial processing finished on CIC/CIC/PER/CIC/1277/2020 (Lucy SMITH)

26 Aug 10:58:35 Rendering documents for 1 Matter(s):
26 Aug 10:58:35 Rendering CIC/CIC/PER/CIC/1277/2020
26 Aug 10:58:36 Rendering finished on CIC/CIC/PER/CIC/1277/2020

26 Aug 10:58:36 Processing Complete
```

## 8. View Your Lodged Documents

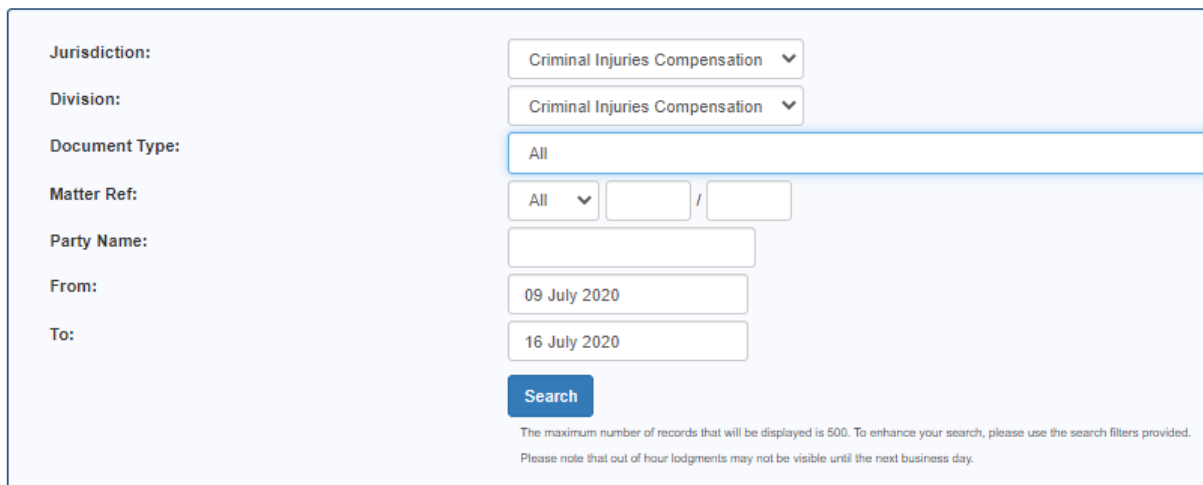
A complete record of all documents lodged through eLodgment by your account is available.

From the eCourts Portal home page click **eLodgment**

Click **View Documents for....**

The **Search Documents** screen displays.

Search Documents

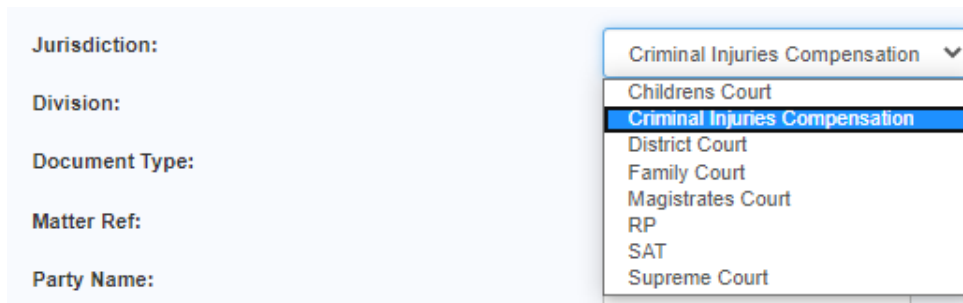


The screenshot shows the 'Search Documents' interface. It includes the following fields and options:

- Jurisdiction:** Criminal Injuries Compensation (dropdown)
- Division:** Criminal Injuries Compensation (dropdown)
- Document Type:** All (dropdown)
- Matter Ref:** All (dropdown), followed by two input fields separated by a slash (/)
- Party Name:** (text input field)
- From:** 09 July 2020 (date input field)
- To:** 16 July 2020 (date input field)
- Search:** (blue button)

Below the search button, there is a note: "The maximum number of records that will be displayed is 500. To enhance your search, please use the search filters provided. Please note that out of hour lodgments may not be visible until the next business day."

02. Click on the **Jurisdiction** drop down and select the jurisdiction of the lodged document you wish to search for.



This screenshot shows the 'Jurisdiction' dropdown menu expanded. The options listed are:

- Criminal Injuries Compensation (selected)
- Childrens Court
- Criminal Injuries Compensation
- District Court
- Family Court
- Magistrates Court
- RP
- SAT
- Supreme Court

03. If you wish to search for a specific document type then select this from the **Document Type** drop down, and enter a date range into the **Lodgment Date** fields.

04. If you wish to search for all documents lodged on a specific matter by your account then enter in a matter index type, number and year into the **Matter Ref** fields, and remove the dates in the **Lodgment Date** fields.

The batch is displayed in the search results list.

05. If you wish to search for all documents lodged between a certain date range then enter those dates into the **Lodgment Date** fields.

06. Once the required search criteria have been entered click **Search**.

Documents lodged via eLodgment by your account that match the search criteria are displayed in the search results.

Search Documents

Jurisdiction: Criminal Injuries Compensation  
 Division: Criminal Injuries Compensation  
 Document Type: All  
 Matter Ref: All  
 Party Name:  
 From: 09 July 2020  
 To: 16 July 2020  
 Search

The maximum number of records that will be displayed is 500. To enhance your search, please use the search filters provided. Please note that out of hour lodgments may not be visible until the next business day.

eLodged	Document Type	Matter Title	Contact Reference	Lodgment Date	
3	Resubmitted Application (eLodged)	CIC/CIC/PER/CIC/1072/2020 Joe Bloggs		18 Jul 2020	<a href="#">View</a>
2	Request for Reasons for Decision (eLodged)	CIC/CIC/PER/CIC/1072/2020 Joe Bloggs		16 Jul 2020	<a href="#">View</a>
1	Application for Criminal Injuries Compensation (Online Forms)	CIC/CIC/PER/CIC/1076/2020 Joe Bloggs		16 Jul 2020	<a href="#">View</a>
1	Application for Criminal Injuries Compensation (Online Forms)	CIC/CIC/PER/CIC/1075/2020 Joe Bloggs		16 Jul 2020	<a href="#">View</a>
1	Application for Criminal Injuries Compensation (Online Forms)	CIC/CIC/PER/CIC/1072/2020 Joe Bloggs		16 Jul 2020	<a href="#">View</a>
1	Application for Criminal Injuries Compensation (Online Forms)	CIC/CIC/PER/CIC/1070/2020 Joe Bloggs		16 Jul 2020	<a href="#">View</a>
1	Application for Criminal Injuries Compensation	CIC/CIC/PER/CIC/1069/2020 Joe Bloggs		16 Jul 2020	<a href="#">View</a>

08. Once the document you wish to view is listed in the screen click on the View link within that document’s row.

eLodged	Document Type	Matter Title	Contact Reference	Lodgment Date	
<input checked="" type="checkbox"/>	Writ of Summons - Statement of Claim (eLodged)	SC/CIV/PER/CIV/2259/2017 A Big Company v Another Company	Ref: ABC123	07 Aug 2017	<a href="#">View</a>
<input checked="" type="checkbox"/>	Writ of Summons - Indorsement of Claim (eLodged)	SC/CIV/PER/CIV/2257/2017 A Big Company v Another Company		04 Aug 2017	<a href="#">View</a>

The document is downloaded in a WinZip file at the bottom of the browser screen.

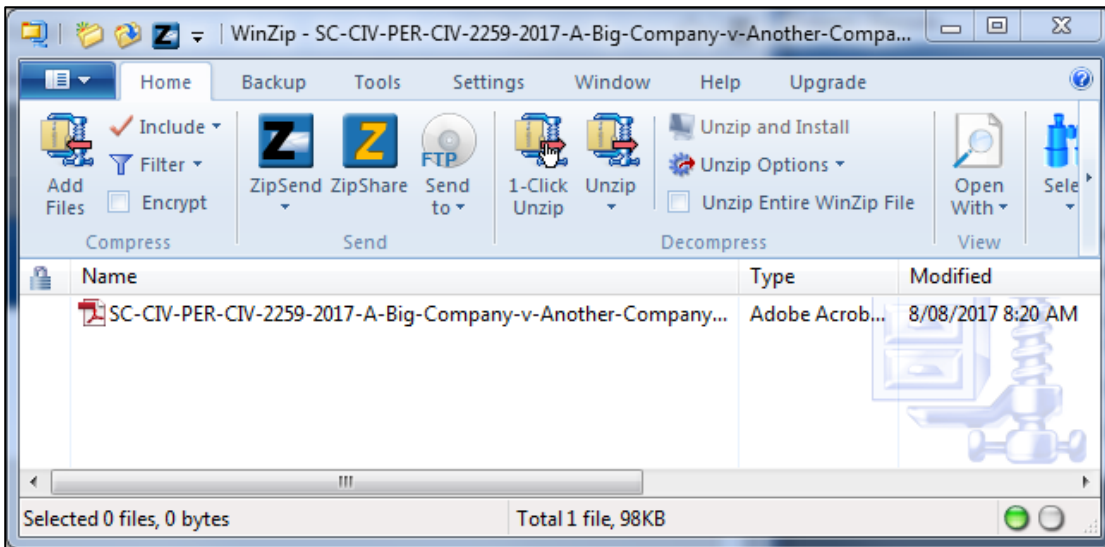
eLodged	Document Type	Matter Title	Contact Reference	Lodgment Date	
<input checked="" type="checkbox"/>	Writ of Summons - Statement of Claim (eLodged)	SC/CIV/PER/CIV/2259/2017 A Big Company v Another Company	Ref: ABC123	07 Aug 2017	<a href="#">View</a>
<input checked="" type="checkbox"/>	Writ of Summons - Indorsement of Claim (eLodged)	SC/CIV/PER/CIV/2257/2017 A Big Company v Another Company		04 Aug 2017	<a href="#">View</a>

eCourts Portal v1.0.51.0 - Supported on Chrome  
 Home | Privacy Policy | Conditions Of Use | Feedback

SC-CIV-PER-CIV-225....zip [Show all downloads...](#)

09. Click on the WinZip download.

WinZip opens in a new window with the PDF document listed.



10. Double click on the PDF.

The document opens in PDF.

## 9. Retrieve Incoming Court Documents

Once the Court has issued you a document an email is automatically sent to your nominated email address. This email contains details about the related matter and a link to log into the eCourts Portal.

### CRIMINAL INJURIES COMPENSATION



ABN: 70 598 519 443  
Level 12, International House, 26 St Georges Terrace  
Perth, WA, 6000  
TELEPHONE: (08) 9425 3250  
FACSIMILE: (08) 9425 3271

**Matter Number:** CIC/CIC/PER/CIC/338/2020

**Matter Title :**

The following link contains correspondence from Criminal Injuries Compensation:

[CIC Notice - CIC/CIC/PER/CIC/338/2020 - 15 Apr 2020](#)

Please be advised that if you are registered for the eCourts Portal the document is also available from the eCourts Portal.

[Login to eCourts Portal](#)

This email was sent from an automated address and replies are not monitored.

If you have any queries or questions, please contact Criminal Injuries Compensation.

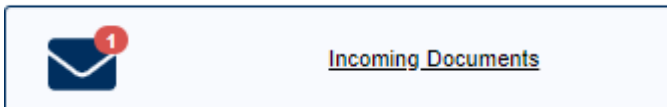
Yours faithfully,

Court Officer

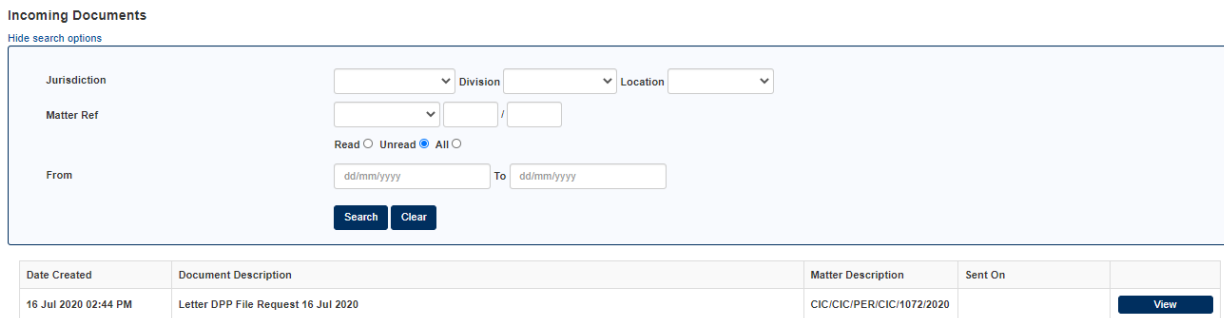
15 April 2020

01. Log into the eCourts Portal.

02. From the eCourts Portal home page click on the **Income Documents** link.



The **Incoming Documents** screen displays.



Only notifications of incoming court documents that are unread are displayed.

03. If you have a lot of notifications then the search criteria options will help hide the one that you are looking for.

**Jurisdiction/Division/Location** of the matter

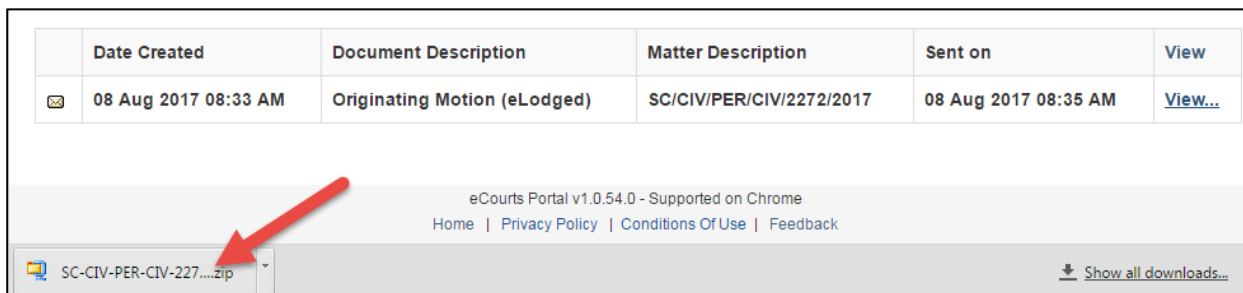
Matter type/index number/year (**Matter Ref**) of the matter

Whether the notification is **Read/Unread/All**

The **From/To** date range of the notification

04. Once you have found the relevant notification (there are also **Document Description** and **Matter Description** columns to help) click the **View** link in that notification's row.

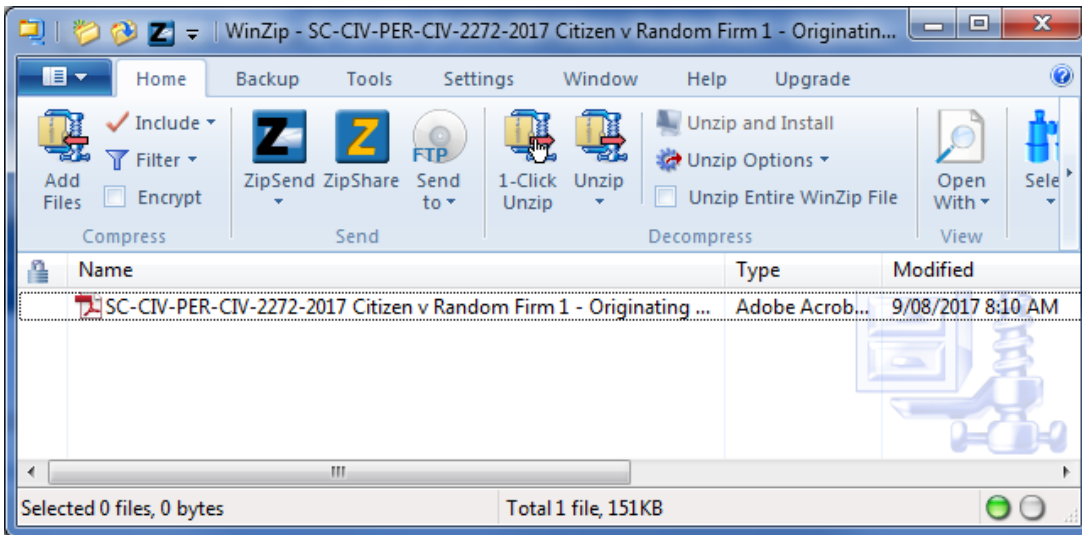
The document is downloaded in a WinZip file at the bottom of the browser screen.



05. Click on the WinZip download.

WinZip opens in a new window with the PDF document listed.





06. Double click on the PDF.

The document opens in PDF.

After leaving the **Document Notification** screen that notification is marked as read.



## 10. View a Matter Status

You **must** be signed into your eCourts Portal account to be able to do this.

01. From the eCourts Portal main menu click **eLodgment**.

02. In the **Quick Matter Search** area, enter the Jurisdiction/Division/Location (Criminal Injuries Compensation/ Criminal Injuries Compensation/Perth)

03. Enter in the matter index type, number and year into the **Matter Ref** fields – this will be on any letter you receive from Criminal Injuries Compensation.

If you do not know this you will need to contact Criminal Injuries Compensation.

Search for Matters

Quick Matter Search

Jurisdiction:  Division:

Location:

Matter Ref:  /  /

OR

Party Name:  (Enter the full Company name or full Surname)

04. Click the **Search** button.

The **Find Matter** screen appears.

Matters matching the search criteria entered are displayed.

Type	Index	Year	Title	Status	Status Reason
CIC	1277	2020	Lucy SMITH	Processing on 26/08/2020	with Case Manager for review

If your account is not linked to the Matter you will not produce any results. If you are experiencing this please contact Criminal Injuries Compensation who may organise to have your account linked to the Matter.

05. Here you will be able to view the Matter Status & Status Reason column. Until the Status updates to "Completed", this means the office is still working on processing your application. You will be notified in writing (email) if further information is required from you or when a determination is made.